Addressing Impediments to Effective Support (continued)

Budget constraints (continued)

as a function of the number of devices on the network or in an organization.

For virtually every K-12 educational institution, the formulas are unsupportable from a budget standpoint. As a result, K12 districts have created support organizations that combine a centralized/decentralized approach to virtually every aspect of technology support except wide area network support (which in most instances is either a contracted expense or a central office item).

There have been several reasons why the budgetary constraints have continued. One of the reasons is that with a fixed budget, districts are reluctant to hire non-teaching personnel. That is understandable, given the general feeling that the focus of a campus individually, or a district collectively, ought to be on the instruction. However, with the increased of technology resources in the day-to-day instruction, districts are also faced with the very real consideration that the technology resources can neither be taken for granted, nor can they be used only when convenient.

Over the next several years, the goal of the district is to define the technical support for the network in terms that stress the complement to instruction that these employees perform. In some organizations, particularly higher education, these staff members are defined as professional faculty, so that their contributions are formally recognized organizationally and factored into the instructional outcomes.

Unrealistic Staffing Expectations

Too often, and up to the present time, the cost for technology initiatives has been limited to the costs to acquire and install hardware, and the cost of software. Ongoing costs (maintenance, repair, upgrades, and replacements) have never been correctly accounted and in some cases not even considered. Further, support

Addressing Impediments to Effective Support (continued)

Budget constraints (continued)

of the resources and training are other costs not typically applied as post-implementation costs.

One of the additional factors that YISD must address is staffing levels. YISD has over 55 campuses, each with a LAN and several hundred workstations. In addition, the training requirements are significant at each campus, both for basic computer use and for advanced curriculum integration issues. Every campus needs support in the effort to integrate technology into instruction, and the most effective scenario is one combines centralized support based on feeder pattern and/or grade level, with campus-based support in the form of full-time specialist with responsibilities solely in the integration area.

To address the misrepresentation of ongoing costs, more districts are becoming more careful to define the costs of all the elements required to make an initiative successful. Because the support of the network and instructional technology initiatives are increasingly recognized as core requirements, more districts (including YISD) are factoring these costs into technology projects.

These increased support costs and requirements are especially important in the planning and implementation of projects that have enormous related increases in support costs, such as student laptops and teacher laptops. YISD has been careful to account for these requirements: the challenge is to attach a realistic and sustainable post-implementation cost to the staffing requirements for support of technology initiatives and to build that cost into the budget for the project.

Addressing Impediments to Effective Support (continued)

Defining an Appropriate Support Structure

K-12 districts throughout the country are grappling with how to support technology. Many scenarios for support organizations have been proposed, and several have received favorable reviews. However, no support scenario has received general approval.

Compounding the problem is the fact that support has always been of two essentially disparate types: technical support, and support for technology integration. The technical and integration expertise is rarely available in the same person; because the type of support has usually been the responsibility of at least two different departments, the additional organization communication and coordination has to be a priority.

Finally, the issue of centralized (district level) and decentralized (campus-based) support has been an interesting issue to sort out. There has been little consensus on which support responsibilities ought to be centralized and which ones ought to be campus-based. As a result, there are several different types of support at the campus level, each corresponding with the technology strengths of the campus generally and/or the requirements at the campus.

The intent of the district over the next several years is to define universally the best areas for centralized support and, likewise, the best areas for campus-based support. The formalized aspects in this area, specifically job descriptions and job titles, will be addressed as well. Ultimately, this will allow the district and the campuses to deliver, in combination, a far more effective and cost-efficient level of support for all aspects of technology.

A Plan for Professional Development

The professional development initiatives in the area of technology can be broken down into two essential areas:

- _ technical areas
- _ technology integration areas

<u>Professional Development for Technical Support</u>

The staff development is this area will target the technical specialists throughout the district, in the central office departments and campuses.

The providers of the services will be trainers from third-party trainers and vendors, and technical staff from the district.

The topics will include LAN administration and management (including adding users, customizing filtering, creating and managing browser profiles, etc.), web page development, WAN administration, and telephone training.

Professional Development for Technology Integration Support

The staff development is this area will target a wider range of district personnel, primarily from the campuses.

The providers of the services will be trainers from third-party trainers and consultants, district trainers (from Division of Academics and Office of Technology), and campus experts.

The topics will include basic computer operations, productivity software training, instructional software training. Internet training at various levels (including basic searches and bookmarking, review and evaluation of sources, and integration of the internet into classroom projects and research), creating assignments to optimize technology use, incorporating project-based assignments into the curriculum, using digital portfolios, using video in the classroom, and other uses for technology in lessons and classroom activities.

A Plan for Professional Development (continued)

Coordination of District and Campus Professional <u>Development Strategies</u>

For the last several years, each YISD campus has submitted an Integrated Campus Action Plan (ICAP) that addresses instructional goals and objectives and other initiatives at the campus.

The ICAPs include campus professional development initiatives, which can be supported internally at the campus or with support from the Division of Academics Professional Development staff.

The articulation of the campuses ICAPs with the district professional development initiatives is especially important in the technology area. Campuses are working together and with the district level staff to ensure the critical subject areas are covered, all teachers are given the opportunity to enhance their skills, and all the necessary training is provided that complements the campus instructional initiatives.

Goal 6:

The District will provide equitable state-of-the-art learning and work environments that integrate instruction and technology for all students and employees

Objective 1:

All schools (staff and students) in the district will be equitably funded and equipped with instructional technology systems

Initiative	Previous Status	Updated Status
1) Develop a funding plan that will provide equitable access to all staff and students for technology acquisitions.	See items 1A through 1H below.	See items 1A through 1H below.
1A) Form a committee from various areas to develop an equitable funding plan	In process of developing the plan.	In process of developing plan.
1B) Every professional staff member should have a personal computer 1C) Every professional staff member shall have access to the	Need 730 laptops for teachers; Cost each \$2,300; Total cost \$1,674,400 All but eight campuses have been completed	Need 260 laptops for teachers; Cost each \$2,300; Total cost \$589,000 Remaining eight campuses to receive computers and
teaching tools relevant to meet their instructional needs 1D) Every student (general and	Presently there are 5,000	training in 2002-2003 school year This is being reevaluated to
Special Ed) should have the tools such as laptops, labs, instructional systems, or other technologies that could be checked out as needed to satisfy the TEKS at their grade level	laptops on hand.	use the units currently on hand; presently there are 8,249 laptops on hand
1E) Equal accessibility to meet the unique needs of high schools, middle schools, or elementary schools	This item is tied to item 1A.	This item is tied to item 1A.
1F) Provide extended access hours for students, staff, and community members to resources, technology equipment, and applications	Currently being met at some campuses	Recent award of T.I.F. grant will allow enhancement to this item
1G) Plan for student laptop battery replacement	Replacement batteries for the original 2,900 student laptops will cost approx. \$60 each; total cost \$174,000	Have received 2,000 batteries via a vendor E- Rate credit
1H) Replace or refresh of obsolete teacher laptops and other equipment as identified	This item is pending.	Plan needs to be developed.

Objective 2: YISD will develop and implement a training model that will address the technology needs of all YISD staff. (Staff Development)

Initiative	Previous Status	Updated Status
2) All professional staff will meet		
or exceed the technology		
applications benchmarks (6th-8th)		
2A) All staff will receive a	C.T.C.s have started this	District wide plan is being
minimum of twelve hours of	project	drafted to address this issue
technology based training per year		
2B) Training will be based on	Plan is being developed	Comprehensive assessment
teacher proficiencies		plan has been developed
		and is to be implemented in
		Fall 2002
3) A district based training		
staff will be created to serve all		
YISD personnel	Design in the design in the second	Already hired 2 of these
3A) Five additional trainers and	Developing job descriptions	individuals and in the
one support specialist		process of hiring one more
3B) Design a plan of action based	Currently evaluating	Assessment tool has been
on district and campus technology	assessment tools.	selected; Implementation
needs	assessment tools.	to begin in Fall 2002
4) Purchase mobile training lab	Already purchased two	Completed
to provide campus based training	mobile training labs.	
5) Provide training for CTCs or	3	
campus based personnel to		
facilitate the integration of		1
technology into the curriculum		
5A) Problem-based learning and	In progress	C.T.C.s will receive special
integration strategies		training to train the
_		teachers in the 'Active
		Learning' software
5B) Hardware and Software	In progress	Same

Objective 2: YISD will develop and implement a training model that will address the technology needs of all YISD staff. (Staff Development)

Initiative	Previous Status	Updated Status
6) Multiple options in technology training will be provided to meet the needs of YISD staff		
6A) Campus based training	Campus training handled by C.T.C.s; C.O. training handled by Instructional Technology and Technology Information Systems	Same
6B) Web based training	Pilot program handled by 'Classroom Connect'	Need to identify need
6C) Distance learning	Need to identify need	Same
6D) Outside resources; ie, Region 19 Texas Library Connection	Handled by Region 19	Same
7) Prepare an annual software, hardware, and training needs analysis at the district and campus levels.		Developing a recommended standardized software list in all areas.
7A) Develop an assessment tool to measure teacher technology proficiencies	See item 2B above	See item 2B above
7B) Teachers will develop digital portfolios demonstrating technology integration	This item is still pending	Need to form a committee to develop the actual plan

Objective 2: All students will implement a PreK-12 curriculum for technology using the National, State, and district standards as a model (*Instructional Integration*)

Initiative	Previous Status	Updated Status
8) Use the national and state		
standards to develop a district		
wide technology curriculum guide		
for PreK-12		
8A) Core competencies for	Being implemented	Continue to update lesson
performance assessment		plans as needed
9) Develop guidelines and	See item 8 above	See item 8 above
assessment rubics for product		
based learning		
10) Develop a standardized	A group of teachers have	Teachers have already
district educational software	been selected and are	selected the software which
recommendation list	investigating the options	is due to be piloted this fall
	available	2002
11) Develop a Division of	Already in place	
Technology team to support and		
assess campus technology	•	
initiatives		
12) Develop a district wide	This is in the planning stage;	This is in progress. It is
program to provide community	awaiting a T.I.F. grant.	due to be implemented this
access to technology		coming school year.
12A) SAT, GED, CBE	See item 12 above.	See item 12 above.
opportunities on campus		
12B) Tutorials	See item 12 above.	See item 12 above.
12C) Enrichment	See item 12 above.	See item 12 above.
12D) Problem solving/research	See item 12 above.	See item 12 above.
12E) Internet access	See item 12 above.	See item 12 above.

Objective 3: All schools will implement a PreK-12 curriculum for technology using the National, State, and district standards as a model. (Instructional Integration)

Initiative	Previous Status	Updated Status
13) Facilities standards will be	A portion of this is driven by	Same.
developed to define requirements	NEC and EIA/TIA standard	
for new schools and retrofitting	practices. Other requirements	
existing campuses for the support	refer to electrical and pathway	
of technology	standards. This is in progress.	
13A) Electrical Standards	This initiative is not	Same.
Committee	completed. It is in progress	
	but not formalized.	
13B) Data communications	This initiative is not	Same.
pathway standards	completed. It is in progress	
	but not formalized.	
13C) Environmental standards	This initiative is not	Same.
	completed. It is in progress	
	but not formalized.	
14) Develop and implement plan	Have repeatedly requested	Funding to add HVAC to
to upgrade existing facilities to	funding to add HVAC to	Comm. Rooms to equalize
meet standards	Comm. Rooms to equalize	temperature is available.
	temperature	
14A) Plan prioritize	Initiative is not at this point.	Same.
14B) Implementation	Initiative is not at this point.	Initiative is not at this point.
15) Maintain Internet access at		,
speeds acceptable to district users		
15A) Increase ISP service to	Project is underway.	Installed DS-3 and dual T-1
district		Multilink PP to R-19.
		Requested OC-3 in Year 5 E-
		Rate
15B) Load Balance Service to	Awaiting Year 5 E-Rate award	Completed October 2001
improve fault tolerance		
16) Provide E-Mail service to all	Awaiting Year 5 E-Rate award	Awaiting Year 5 E-Rate
students and staff		award; Notification due
		Summer 2002
16A) Develop a plan to consolidate	Awaiting Year 5 E-rate award	Awaiting Year 5 E-rate
student e-mail services		award; Notification due
		summer 2002
16B) Easy to use i.e., shorten mail	This project is underway.	This will be completed
domain name (YISD/ORG/NET)		summer 2002
16C) Accessible from anywhere	Awaiting Year 5 E-rate award	Dial-in currently available;
(RAS, VPN, HTML, Mail)		working on VPN
16D) Update AUP to encompass	Project on hold pending	Currently being addressed;
e-mail services	additional staff	Projected completion in 2003

Objective 4: On an on-going basis, provide a flexible technology infrastructure that allows the district to address all instructional and administrative initiatives efficiently and cost-effectively. (Infrastructure)

Initiative	Previous Status	Updated Status
17) Provide Remote Access Services (RAS) to District staff and students	Project is currently in progress	This objective has been completed
18) Provide adequate communications facilities for the WAN		
18A) Upgrade T-1 (1.54 Mpbs) to 100 Mbps service	Project is in progress	In progress; Projected completion is Summer 2002
19) District will provide standards regarding network connectivity		
19A) Written guidelines on attaching servers, workstations, printers, and network electronics to the network	Project on hold pending the hiring of additional staff	Will start to address in Fall 2002; projected completion in Summer 2003
19B) Minimum configuration standards for equipment to be attached to the network	Project on hold pending the hiring of additional staff	Will start to address in Fall 2002; projected completion in Summer 2003
19C) Equipment obsolescence schedule and replacement plan	Project on hold pending the hiring of additional staff	Will start to address in Fall 2002; projected completion in Summer 2003
19D) Addition of network resources (servers) will be planned to minimize duplication of services - Directory Services (unified structure by campus)	Awaiting Year 5 E-rate award	Awaiting Year 5 E-rate award; Notification due summer 2002

Objective 3: On an ongoing basis, provide a flexible technology infrastructure that allows the district to address all instructional and administrative initiatives efficiently and cost-effectively. (Infrastructure)

Initiative	Previous Status	Updated Status
20) District will provide a web	These items (20A, 20B, 20C,	The District's new Web
infrastructure that facilitates	and 20D) were on hold	Application Developer
communication between district	pending the hiring of	began April 22, 2002. He
staff, students, and community.	additional staff	is investigating the current
20A) Establish facilities for both		web structure and is
Internet and Internet web sites that		looking into ways to
are secure and easy for a campus,		automate and streamline
department, teacher/class, student to		the web process for the
post pages.		District. These items
20B) Establish policies and		are also impacted by the
procedures relating to direct posting		Year 5 E-Rate award,
form staff and students.		which provides a
20C) Push administrative		replacement for the
information through the Web to		severely aging web server,
allow secure access to		and has yet to be awarded.
student/employee information, etc.		
20D) Establish a web support team		
for district web initiatives		

Objective 4: On an on-going basis, provide a flexible technology infrastructure that allows the district to address all instructional and administrative initiatives efficiently and cost-effectively. (Infrastructure)

Initiative	Previous Status	Updated Status
21) The District will provide	Items 21A and 21B are	These items (21A and 21B)
voice (telephone) services to all	awaiting Year 5 E-rate award	are awaiting the Year 5 E-
staff and implement CIT		Rate award. This
(Computer Integrated		notification should come in
Telephony) applications to		summer 2002
enhance student, staff, and		
community communications.		
21A) Develop policy and standard		
technologies for parent reporting of		
absences, special announcements		
(Phonemaster).		
21B) Fax on demand/Fax to E-		
Mail		
21C) Voice over IP	This is scheduled to be	This is scheduled to be
	requested on the Year 6 E-	requested on the Year 6 E-
	Rate request.	Rate request.
22) Develop a plan to improve	Items 22A, 22B, and 22C are	These items (22A, 22B,
network availability and	awaiting Year 5 E-rate award	and 22C) are awaiting the
computer availability by		Year 5 E-rate award. This
implementing Network		notification should come in
Management/remote desktop		summer 2002.
management capabilities.		
22A) SNMP agents/monitors		
22B) Remote control software		
22C) Self-healing/repairing		
installations	_	
23) Community Technology	This project is on hold.	Same
Centers available to students,		
staff, and community for internet,		[
applications, etc.		<u> </u>

Objective 4: On an on-going basis, provide a flexible technology infrastructure that allows the district to address all instructional and administrative initiatives efficiently and cost-effectively. (Infrastructure)

Initiative	Previous Status	Updated Status
24) Protect infrastructure with	This objective is pending a	The Year 2001 appeal was
Uninterruptable Power Supplies	Year 2001 appeal as well as a new Year 5 E-Rate request to cover us in the event the first appeal fails.	denied. Therefore, we are awaiting the Year 5 E-rate award. This notification should come in summer 2002.
25) Wireless Infrastructure	These initiatives (25A and 25B) are proposed for Year 6 E-Rate (2003). This is being planned at that time because of the issue of the immature nature of the technology and the lack of performance associated with distributed environments at this point in time.	Same.
25A) Implement campus wide		
integrated RF structure		
25B) Publish standards related to		
use of wireless infrastructure		

Objective 5: The District will develop, implement, and continually assess all administrative systems (student, finance, human resources, web-based applications, records management) to insure that information management and program administration are completed with maximum efficiency and functionality, eliminating unnecessary paperwork, streamlining processes, and providing multiple opportunities and avenues for communication and interaction among District Campuses, departments, and users. (Admin. Systems)

Initiative	Previous Status	Updated Status
STUDENT SYSTEMS 26) Standardize computerized grading programs K – 12 with student accounting systems.		
26A) Implement IGPro at all secondary schools	This project is underway.	This project has been completed.
26B) Develop IGPro interface for Elementary grade reporting	Awaiting communication with Chief Academic Officer to pursue middle schools.	This project has been completed.
26C) Implement automated attendance at the classroom level	This initiative is on target as of November 2001.	This is on hold due to the Student System RFP.
26D) Implement health and immunization for all school nurses K-12	This initiative has been completed.	
26E) Implement Graduation Requirements module on SASI	Migration to SASIxp is pending.	This is on hold due to the Student System RFP
26F) Implement TAAS Data Results Module	Scheduled to be implemented in Spring 2003	This is on hold due to the Student System RFP
26G) Assess the student system to ensure that it is meeting campus/district dept. needs	Scheduled to be implemented in Spring 2003	This is on hold due to the Student System RFP

Initiative	Previous Status	Updated Status
26H) Replace adm. Equip./matching funds	Unable to accomplish initiative due to the lack of	Unable to accomplish initiative due to the lack of
	matching funds	matching funds
FINANCE SYSTEM:	Need additional staff and	Need additional staff and
27) Develop a plan to automate Human Resources	funding to accomplish this initiative	funding to accomplish this initiative.
27A) Reassess automated applicant process specifications	This initiative was completed January 2001	This initiative was completed January 2001
27B) Based on reassessment, develop an applicant process for distributed (campus/department) use.	This initiative was completed September 2001	This initiative was completed September 2001
27C) Implement the electronic inquiry of the employee's general information and benefits	This initiative is being handled by the District's Benefits Administrators for a completion date of Spring 2004	Same

Initiative	Previous Status	Updated Status
27D) Complete the online benefit enrollment process	Initiative is on target for Spring 2002 and is being handled by the District Benefits Administrators	Initiative is on hold pending the Content Management System that is being implemented by the Web Applications Developer
27E) Develop a plan to automate all payroll, accounting, purchasing, and budget functions as they relate to campus and departments.	Initiative is in progress. Completion is dependent on additional funding and staff	Project is on hold pending additional staffing

Initiative	Previous Status	Updated Status
27F) Develop and implement the electronic transfer of information for payroll timecards, absence from duty forms, extra duty payment, stipends, etc	Project is on hold pending additional funding and staffing	Funding is in the proposed 2002-2003 budget for enhanced absence reporting system
27G) Develop and implement the electronic transfer of information for travel forms, student fund raising, petty cash, etc as allowed by law	Project is on hold pending additional funding and staffing	Same
27H) Reassess position control and define enhancements for more efficient use at the campus level	Project is on hold pending additional funding and staffing	Same
27I) Assess the budget amendment process as to the levels of approval and time lines and align it to campus needs	Project is on hold pending additional funding and staffing	Same
27J) Publish regulations for bid/quote standards along with the awarded bids/quotes	This initiative has been ongoing.	Completed.
27K) Ongoing enhancement of fixed assets module (inventory) and the work orders modules (trip, catering & warehouse requests).	Fixed assets module was completed October 2001. Work order module is on hold pending additional funding and staffing	Project is on hold pending additional staffing

Objective 6: The District will facilitate the support and implementation of technology through the use of web-based resources and appropriate personnel. (Support Services)

Initiative	Previous Status	Updated Status
WEB BASED APPLICATIONS	This initiative will be	These projects (28A, 28B,
28) Plan and develop a pilot	completed once SASIxp	28C, 28D, 28E, 28F, and
program for web based	upgrade is made. RFP for	28G) are on hold pending
applications	SASIxp is in the	the Student System RFP.
	development stage with a	They will be implemented
	target date of September	after the Student System is
	2002	implemented and after the
		Content Management
		System is in place.
28A) Enrollment Benefits		
28B) Campus Registration		
28C) Campus Activates		
28D) Access to employee		
information		
28E) Employment Opportunities		
28F) Policies / Handbook		
28G) Peims & AEIS		
RECORDS MANAGEMENT	In progress as per the Texas	Same.
29) Develop guidelines for	Government Code Chapter	}
complying with the 'Open	552.	
Records Act' with regard to		1
electronic data		
30) Develop guidelines for		
employee access of electronic data		1 1 1 1
30A) Automate and streamline the	This project is on hold	Initiative is on hold
add, move, and change request	pending additional staffing.	pending the Content
process for systems such as JDE,		Management System that is
SASI, Notes, etc.		being implemented by the
		Web Applications
		Developer

Initiative	Previous Status	Updated Status
31) The District will have online	These projects (31A, 31B,	These items (31A, 31B,
a dynamic web based technology	31C, 31D, and 31E) are on	31C, 31D, and 31E) are
resource tool available for the	hold pending additional	moving forward now that
entire district educational	staffing.	the Web Application
community		Developer is on board.
31A) Form a committee from		Application Developer has
various district stake holders to		been hired. He will need to
determine the scope and monitor,		liaison with the
document, and implement the		Instructional Technology
process.		Trainers to begin
31B) Create a survey and send to		developing a structured
all campus and departmental		model for integrating
personnel for information relative		instructional needs for the
to the content of the resource tool,		district into our web
i.e., step-by-step troubleshooting		presence.
guides, best practice		
accomplishments, software		
instruction procedures and		
availability, classroom technology		
curriculum guides and templates,		
hardware and software standards,		,
hardware distribution, recycling and		
exchange process, training		
guidelines and opportunities		
31C) Determine hardware and		
software needs		
31D) Implement procedures to		
input informational content into the		
resource tool and archive process.		

Initiative	Previous Status	Updated Status
31E) Develop documentation and		1
outreach program to inform district		
education community of available		
resources.		(204
32) The District will develop,	These initiatives (32A, 32B,	These initiatives (32A,
fund, and implement the Campus	and 32C) are being	32B, and 32C) are on hold
Technology Coordinator position	developed by the	pending available funding.
at every campus over a three year	Instructional Media and the	·
period.	Technology Director	
32A) Develop CTC job	•	
description and staff guidelines,		
receiving input from campus,		
instructional, and technology		
departments.		
32B) Budget for CTC positions.		
32C) Implement a CTC position at		
every campus over the course of		
2002-2004.		
33) The District will fund (2)	No funding has been	Same.
Technology System Specialists	available for this initiative	
(Field Technicians) for each		·
feeder pattern.		

Initiative	Previous Status	Updated Status
34) Budget for TSS positions.		
34A) Implement (2) TSS positions	No funding has been	No funding has been
at (7) feeder patterns.	available for this initiative	available for this initiative
35) The District will provide a	Regarding items 35A, 35B,	These initiatives (35A,
district-wide virus scanning	35C, and 35D, a substantial	35B, 35C, and 35D) are
protection software and licenses.	amount of funding is	scheduled for a completion
	required for it to become a	date of December 2002
	reality. The District will	1
	need to provide direct	
254) D 1- DED	funding to accomplish this.	
35A) Develop RFP.		
35B) Board approval		
35C) Implement and distribute		
software		
35D) Annual maintenance cost		
36) The District Technology		
Helpdesk will provide efficient		
and reliable support services to		
technology users within the		
district.		

Initiative	Previous Status	Updated Status
36A) Define the required changes to the current helpdesk system to include the capabilities for campus access to track and enter their corresponding trouble tickets	This project is currently in progress.	This initiative is complete
36B) Implement required changes.	This initiative is in progress. The projected completion date is October 2002	Same.
36C) Inform campuses of new capabilities and set up pilot program	This initiative is in progress. The projected completion date is October 2002	Same.
36D) Set up training schedule for campus implementation and access	This initiative is on hold pending additional funding and license procurement	Same.
36E) Continually assess improvements and responsiveness of the helpdesk	This project is ongoing.	Same.
36F) Develop procedures and guidelines to improve helpdesk processes and standardize end-user reporting protocols.	This project is ongoing.	Same.

These items were not in the original master plan. They have been added for informational purposes.

Initiative	Justification
37) Year 5 E-Rate projects	These projects were not mentioned in the original plan.
37A) Cabling Services	Replace cabling for campuses that were wired prior to the asbestos abatement. Also covers the cabling at the new campuses (Connie Hulbert and the new Northeast campus).
37B) Network Electronics	Provide equipment to connect the new campuses to the network
37C) Network File and Web Servers	Most of the District's servers are over 6 years old. A server should not last over 4 years. These units need to be replaced to take advantage of the new technological enhancements.
37D) Technical Support	Maintain and monitor the network equipment and performance.
37E) Internet Access	In order to utilize the web and e-mail properly in the classroom and central office, additional bandwidth is required. This will allow services on par with Road Runner.
37F) Bandwidth Expansion	This is an ongoing cost of the wide area network. The District has migrated to a lease 100 mb fiber backbone run by Time Warner. This has increased the bandwidth between campuses by a measure of 70.
38) Other misc. projects	
38A) Cyberpatrol	This is the software that is utilized by the District for compliance with the Children's Internet Protection Act (CIPA). Content filtering, which is what this product performs, is required by federal law.
38B) Textbook Management System	This is a software system that will allow the warehouse to better handle the management of textbooks district wide.
38C) Parent/Student Messaging System	This is part of the Student RFP. This will allow parents to call in and obtain electronic information about their child(ren). It will also allow the individual campuses to contact parents regarding certain issues.
38D) Transportation Routing System	This is a software product that will allow for the efficient routing of the school buses.
38E) Food Service Winsnap License	This is a computerized meal tracking system utilized by the Food Services Department.